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CENTRAL FAX CENTER
JUL 1 1 2006

Serial No.: 10/014,146   Attorney Docket No.: 2001P18437US

REMARKS

Upon entry of the instant Amendment, claims 1-17 are pending. Claim 4 has been amended to more particularly point out Applicants' Invention.

Claims 1-3 and 7-17 were rejected under 35 U.S.C. 103 as being unpatentable over Banning et al., U.S. Patent No. 5,721,901 ("Banning") in view of Lowe, et al., U.S. Patent Application No. 6.539.082 ("Lowe") and Greenberg et al., U.S. Patent No. 6,571,232 ("Greenberg"). Applicants respectfully submit that the claimed invention is not taught, suggested, or implied by Banning, Lowe, or Greenberg, either singly or in combination.

As discussed in the Specification, and in response to the previous Official Action, the present invention relates to a system and method for accessing information on call-by-call activity of a call center. More particularly, a telecommunications call center system according to an embodiment of the present invention includes a controller, graphical user interface, a database, and a query engine. The controller stores call information in the database, such as call length, duration, party, time, and the like. The graphical user interface subsequently allows a user to enter query fields for a query of the database. In certain embodiments, the user can select from one or more tables of alias fields. The query engine reads the alias field entries, generates a query such as a Structured Query Language (SQL) query, and returns results via the graphical user interface.

Thus, claims 1, 7, 11 and 15 recite "said graphical user interface is configured to display the database readable form."

In contrast, and as acknowledged in the Official Action, neither Banning nor Lowe provide for, inter alia, converting aliases related to telecommunications calls into a machine-readable form displayable on a graphical user interface.

Instead, Lowe is relied on for allegedly providing the machine readable database form. Page 4 of the Official Action states that "Goldberg discloses 'The metadata is then displayed as part of a graphic user interface which is used to construct the SQL query implemented by the query object.'" "The add query screen 800 contains a text field 802 which allows entry of a query name and a text field 804 which allows entry of

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the SQL query text." The Official Action states that this "SQL query text" is the machine readable form.

Applicants respectfully disagree. Goldberg relates to a system for translating an SQL query type into a "vendor-specific" data type, which is the actual query for the database (See, e.g., Col. 6, lines 9-12). To this end, Goldberg provides for "query objects" that "allow the business logic...to access the DBMS systems 218, 222 without knowledge of the DBMS schema or query language. (Col. 6, lines 37-40)." The query object code is created by a query object generator tool in response to a query written by the query object developer in a standard fashion, such as SQL. Col. 5, lines 62-66.

Thus, in Goldberg, the SQL is never intended as the "machine readable form." The "machine readable form" in Goldberg is the vendor-specific data type which, like in Banning and Lowe, does not appear to ever be displayed, as generally recited in the claims at issue.

Further, while Col. 3, lines 31-36 of Goldberg (cited on page 4 of the Office Action and reproduced above) refers to displaying "metadata," Column 6 clarifies that "in order to assist the developer in writing the SQL language queries, the query object generator tool utilizes the inventive database schema access object to retrieve and to display the schema of the underlying database." Col. 6, line 66-Col. 7, line 2. Thus this "metadata" is displayed only to assist in hand writing the SQL query, which is then fed to the query object generator.

Thus, because none of the references, either singly or in combination, provide for, inter alia, converting aliases related to telecommunications calls into a machine-readable form displayable on a graphical user interface, the Examiner is respectfully requested to reconsider and withdraw the rejection.

Claims 4-6 have been rejected under 35 U.S.C. 103(a) as being unpatentable over Banning in view of Lowe. Applicants respectfully submit that the claimed invention is not taught, suggested, or implied by Banning or Lowe, either singly or in combination. Claim 4 has been amended to recite "displaying the database readable query." For reasons similar tot hose discussed above with respect to claim 1-3 and 7-17, Applicants

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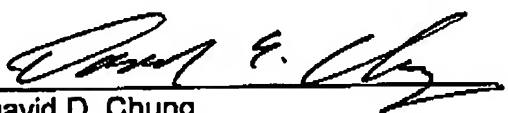Serial No.: 10/014,146   Attorney Docket No.: 2001P18437US

respectfully submit that these claims, too, are allowable. As such, the Examiner is respectfully requested to reconsider and withdraw the rejection.

For all of the above reasons, Applicants respectfully submit that the application is in condition for allowance, which allowance is earnestly solicited.

Respectfully requested,

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